



# McLarens | Ireland

Capabilities



McLarens

# Quality is at the heart of McLarens

McLarens Ireland provide a wide range of claims services by our highly qualified and experienced team. We provide a policyholder-focused, adjuster-led solution for our clients.

Our expertise is within the commercial and specialist lines markets where our qualified adjusters add real value. In our chosen markets, we are the best. Our commitment to clients is to provide a consistently high-quality service.

We provide one point of contact to manage the relationship and claim, irrespective of what specialism is required, to a satisfactory conclusion for all parties. Strong relationships with insurer, broker and policyholder are key to ensure that all involved understand the process throughout the claim's lifecycle.

We offer a range of specialist practices including:

- Agriculture
- Casualty
- Commercial Property & Business Interruption
- Construction & Engineering
- Cyber & Technology
- Financial Lines
- Marine
- Private Clients

## Services

### Loss Adjusting

- Major loss
- 'Run-off' management
- Surge management
- Aggregate deductible management

### TPA

- Fund management
- Recoveries / Subrogation

### Ancillary

- Risk focused data analysis
- Bespoke MI reporting

### Account Management

- Key policyholder
- Corporate accounts
- Schemes
- Client centric arrangements



# Key Personnel



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## Our Capabilities

### Agriculture

Our team of experts are highly regarded in the market by insurers, brokers and clients. With an average of 24 years field experience, the team offer specialist adjusting support in the following areas:

- Agri-Business
- Aquaculture
- Crops
- Environmental
- Forestry
- Glasshouses
- Livestock
- Renewables

### Casualty

Our experienced adjusters are recognised as market leading, with a reputation for technical excellence and trusted service. Our approach to delivery is a controlled, proactive, and cost-effective claims management service which is tailored to our individual client's requirements. We apply our technical expertise to identify cases which merit a litigation defence or early claim settlement resolutions.

In addition to standard Employers Liability, Public Liability and Product Liability claims, we have experienced casualty adjusters specialising in:

- Agriculture
- Employment Practices Liability
- Environmental Liability
- Construction & Engineering
- Crisis Management
- Major and Complex losses for catastrophic injury and Third-Party Property Damage
- Medical Malpractice
- Product Recall

In addition to our core loss adjusting function, our suite of available services for end-to-end claims management solutions include a full TPA service with fund management facilities, aggregate management, risk focused data analytics and bespoke MI reporting.

### Claims Management Service


When appointing a Third-Party Administrator (TPA) Clients require technical loss adjusting and claims management solutions that are tailored to that Client's needs. We develop an understanding of the Client's requirements, and these will underpin our approach to that Client's claims management. We provide a range of claims management services undertaken by our qualified and experienced team. Our bedrock is and will continue to be adherence to traditional adjusting values whilst incorporating modern technological and other advances into our processes.

We provide a policyholder focused, adjuster-led solution for our clients. Our expertise is within the commercial and specialist lines markets where our qualified adjusters add real value. We provide one point of contact to manage the relationship and claim, irrespective of

what specialism is required, to a satisfactory conclusion for all stakeholders. Within the Republic of Ireland, there are stringent Regulatory Compliance requirements imposed and monitored by the Central Bank of Ireland. All our Adjusters, Claims Handlers and Support staff are fully compliant with the Minimum Competency requirements and are fully experienced in the nuances that are often only appreciated by local knowledge and expertise.

We have a successful and proven track record of delivering results through our TPA Programme to several domestic, London and Global based Clients tailored to what they require including:

Delegated authority, MI reporting (including Lloyds requirements) and Fund holding facilities.





## Commercial Property & Business Interruption

To provide the best claims experience possible, our skilled adjusters handle claims from cradle to grave with no alternative revenue stream or back-office distractions. We want our clients and their policyholders to know that they have been treated fairly and with care and respect.

If a claim is a Major Loss, a dedicated Major Loss adjuster oversees our team approach, working with internal specialists on disciplines such as Construction & Engineering, alternative accommodation, technology and financial.

For Business Interruption, we have a team of forensic accountants who provide the client with guidance around policy coverage and presentation of a well-documented claim. This allows for a smooth experience and facilitates regular payments on account during the life of the claim.

Our expertise covers:

- Building Warranty
- Forensic Accounting
- Complex structural damages
- Construction & Engineering
- Crisis Management
- Escape of water
- Landbanks and vacant property

Forensic Accounting including:

- Advanced loss of profits
- Bankers bond
- Business Interruption
- Cash in Transit
- Class action
- Credit guarantee
- Fidelity guarantee
- Financial Liability
- Malicious produce tamper and extortion
- Product guarantee
- Product Liability
- Product Recall
- Stock

## Construction & Engineering

We recognise that insurance claims involving Construction & Engineering losses require a loss adjusting and claims management service that has the industry knowledge, technical ability and drive to deliver client satisfaction.

Our expertise covers:

- CAR/EAR (Construction All Risks/Erection All Risks)
- Construction products and public liability, 21.2.1/6.5.1 non-negligent
- Contractors Plant & Equipment
- Delay in Start Up/Advanced Loss of Profit
- Electrical
- Engineering – civil, structural, manufacturing and scientific
- Inherent or Latent Defects
- Machinery breakdown and damage
- Machinery movement
- Mechanical
- Professional Indemnity

## Cyber & Technology

In this digital age, cyber and technological attacks are never far from the news. McLaren's has a solution to all your requirements with highly experienced staff and approved partners in place to react to incidents and manage claims from initial notification through to a successful outcome.

**Cyber expertise:**

- Banking scams
- Cyber business interruption
- Cyber crime
- Cyber liability – first and third-party
- Data breach
- Data corruption/data encryption
- Denial of service attacks
- Distributed denial of service attacks
- Mobile phone and telecoms scams
- Phishing/spear phishing attacks
- Public Relations and crisis management support
- Ransomware/malware attacks
- Website hacking

**Technology expertise:**

- Data centres
- Defence and aerospace
- Digital printing equipment
- Electronic control and building management systems
- E-commerce
- General IT/computer equipment
- Media and post-production equipment
- Mobile communications equipment/infrastructure
- Photography/videography/television equipment and drones
- Sound system networks
- Telecommunication equipment
- University risks



## Financial Lines

Financial Lines claims are perhaps the most 'personal' of all and the handling of such claims require that extra understanding and considerate approach. Technically, our experienced adjusters are recognised as market leading, however, with these claims our personal approach with the policyholder is what sets us apart. Trust and understanding are key.

Our capabilities in financial lines include:

- Bankers Blanket Bonds and Financial Institutions Bonds
- Commercial Crime
- Directors' and Officers' Liability
- Electronic and Computer Crime
- Financial Institutions Professional Indemnity
- Payment Card Industry Risks
- Professional Indemnity
- Surety Bonds & Guarantees

## Marine

Marine losses often come with their own specific and complex challenges, from locating and accessing damaged property to managing the differing interests of insurer, insured and manufacturer. Our global team brings extensive experience with cargo, hull, and ports and terminals losses.

We have a long-standing reputation as global marine specialists, stretching right back to our company's inception in 1931.

We offer a range of services to ensure your goods are fully taken care of before, during and after its journey, including:

- Business Interruption
- Loss Adjusting
- Loss Recovery
- Pre-Risk and Loss Prevention Surveys and Recommendations
- Professional Indemnity
- Subrogation

## Private Clients (High Net Worth)

As befits the High Net Worth market, our services cover historic, listed and non-listed properties, contents, outbuildings, gardens and grounds. Understanding the nature and range of buildings and possessions, an appreciation of the culture and status of property owners, trustees and agents, together with expertise in design, construction and restoration are all fundamental to our business philosophy and procedures. Our specialist services include:

### Building Claims

- Understanding of the architectural and constructional aspects of high value listed properties
- Appreciation of listed buildings and general planning requirements and regulatory protocols
- Vetted contractors with skills specific in this sector
- Specialist advice in relation to rebuilding cost assessments and sums insured


### Content Claims

- Retained valuation and restoration experts
- Suppliers specialising in fine art, antiques, jewellery, soft furnishings and valuables
- Expertise in loss mitigation and recovery
- A network of specialist art recovery investigators





## Notification of Loss

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## Connect

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